Cornerstone Housing for Women

Senior House Manager
Job Description

Mission Statement
Cornerstone Housing for Women offers emergency shelter and supportive housing for a diversity of women. Our services are offered in an environment which promotes dignity and a sense of hope. We are committed to public education and advocacy and strive to increase safe, affordable housing and to end homelessness.

Service Description
Residents are provided with safe, temporary accommodation or permanent housing, basic necessities, and support to either attain permanent housing (if in Shelter) or to work toward their personal goals for sustainable living (if in Supportive Housing).

Job Summary
The Senior Manager is responsible for all aspects of Cornerstone’s services at their assigned location including the residents; the staff, volunteers and students; the building; internal and external community relations.

The Senior Manager is an employee of the Anglican Diocese of Ottawa, and reports to the Executive Director of Cornerstone Housing for Women.

1. Resident Services and Program Delivery
   - Promotes excellence in service delivery, coordinates and monitors the provision of client-centred programs and services.
   - Ensures compliance with legislation, contractual agreements and organizational policy and procedures.
   - Develops and implements house operating procedures which provide a welcoming, safe and secure environment for all tenants.
   - Carries out responsibilities of the landlord in accordance with the Tenant Protection Act including evictions when necessary. (Supportive Housing)
   - Selects tenants, oversees intake, assessment and service plan development and assigns support staff. (Supportive Housing)
   - Meets with residents to resolve issue that may affect their shelter stay or housing retention
   - Oversees and facilitates intake, assessment, Case Management and diversion services (The Women’s Shelter)
   - Oversees and coordinates regular resident meetings, and other feedback opportunities
   - Meets with residents to resolve issues that may affect their shelter stay.
   - Promotes recreational and social activities
   - Ensures proper documentation and reporting of resident services activities.
   - Implements emergency response plans
   - Provides guidance in storage, access and disposal of medications
2. Personnel Management
   - Takes leadership in selection, orientation, training, supervision, mentoring, guidance and evaluation of employees and students.
   - Assigns responsibilities and ensures mutually beneficial integration, supervision and support for staff, students and volunteers.
   - Carries out regular supervision and annual performance appraisals with direct reports and liaises with community partner agencies or educational institutions as required.
   - Participates in planning and delivery of organizational Staff Development and Training
   - Takes leadership in disciplinary actions and terminations with support from Human Resources and Executive Director as required.
   - Creates and implements staff schedule; monitors shift booking, availability and changes; ensures accuracy and timeliness of payroll document and system input.
   - Ensures appropriate use of staff leaves of absence and responds in a timely fashion using payroll software.
   - Ensures proper dissemination of information within the building, conducts regular meetings with employees and staff teams and is available to address individual staff concerns.
   - Responds to and resolves complaints and mediates issues as appropriate.
   - Maintains a positive relationship with the union through consistent implementation of Personnel Policies and Procedures; and adherence to the Collective agreement and principles of good labour relations.
   - Actively participates in Collective Bargaining, the Labour Management Committee and grievance resolution process.
   - Participates in Cornerstone’s management on-call rotation

3. Health and Safety
   - Makes health and safety of all who access their facility a top priority by promoting and coordinating a continuous improvement model to health and safety matters.
   - Supports the physical and mental health wellbeing of staff through appropriate supervision, feedback, referrals or other action as appropriate
   - Ensures compliance with legislation, policy and practices including fire regulations, building maintenance, First Aid, etc.
   - Provides leadership to and generally participates as a member of, the Joint Occupational Health and Safety Committee.
   - Provides input to development of Health and Safety Policies and Procedures.
   - Follows up with Accident/Illness and Near Miss documentation, analysis and resolution in a thorough and timely manner.
   - Ensures Emergency supplies are available and procedures in place.
   - Participates in and ensures that staff receive ongoing training in good health and safety practices and that supervision incorporates safety considerations.
   - Completes WSIB paperwork as required and liaises with the Worker, WSIB and the Human Resources Manager to ensure a safe and early return to work.
4. Administration

- Ensures that documentation for all areas of responsibility is complete, accurate, reported, effectively communicated and safely stored or purged according to the organization’s protocols.
- Ensures that required reports to funders are carried out and submitted in an accurate and timely fashion.
- Monitors responsible purchasing and approves petty cash expenses.
- Provides input to annual budget and monitors expenditures.
- Promotes development of and ensures compliance with policies and procedures for personnel management, health and safety and resident services.
- Participates in development of job descriptions and other activities that benefit the entire organization.

5. Internal and External Community Relations

- Participates as a member of the Management team and actively promotes cooperation, coordination and synergy of effort where feasible.
- Promotes collaboration with Cornerstone’s agency partners to access optimal services for residents in the shelter and in the community.
- Actively involved in the ongoing development of a vibrant volunteer program engaging a broad base of community members in a variety of activities.
- Maintains an active collaboration with educational institutions to integrate, train and support students.
- Gives direction for excellent communication and follow up with donors, volunteers and supporters.
- Proactively engages in efforts to maintain good relations with neighbours and resolve concerns in a cooperative and timely manner.

6. Facilities Oversight

- Reviews and updates Emergency plan information annually.
- Ensures monthly Fire Drills are held and debriefing is done.
- Have facility and equipment problems resolved in a timely manner.
- Liaises with Building Manager, Maintenance workers or Landlord (i.e. the City of Ottawa or CCOC) in planning repairs, renovations, improvements and furniture/appliance replacement.
- Ensures facilities are kept to an acceptable level of cleanliness.

7. Organizational Development and Other

- Actively promotes social justice in Cornerstone’s resident services, personnel management and community relations.
- Adopts a continuous improvement attitude to the manager’s area of responsibility.
- Participates in monthly Managers’ Team meetings, planning and Visioning Days.
- Ensures that Cornerstone’s practices reflect its own mission and the values and principles of the Anglican Diocese of Ottawa.
- Encourages organizational participation in community and national efforts to increase affordable housing and end homelessness.
Skills Required
- Experience working in a social service environment and strong understanding of the issues faced by women of all ages living with poverty, mental illness, addictions, trauma, abuse and discrimination
- Understanding and experience of the issues faced by Indigenous, immigrant and gender and sexually diverse women at risk of homelessness in Ottawa.
- Experience in managing shelter, housing or other residential facilities
- Excellent communication, negotiation, problem solving, decision-making and crisis intervention skills
- Ability to work cooperatively in a team as well as independently.
- Ability to develop programs and services to meet resident needs
- Proven strengths in managing a diverse staff team in a unionized workplace
- Competence in monitoring large budgets
- Strong organizational skills and excellent time management abilities
- Superior writing abilities
- Solid mathematics abilities
- Excellent ability to use computerized software for communication, analysis and file management.

Suitability
- Empowering philosophy and approach; respect for diversity
- Values and attitudes in keeping with the helping professions
- Flexible, passionate, people oriented, non-judgmental
- Initiative, independent thinking, flexibility, creativity and intelligence
- Commitment to a philosophy of harm reduction
- Commitment to eviction prevention
- Sound judgement, common sense and ability to consider the big picture in decision making
- Commitment to work and life-long learning.
- Professionalism
- Tact and diplomacy
- Ability to handle pressure and changing work demands

Minimum Qualifications
- University education in a social service or related field, or equivalent
- At least five years of experience in a social service agency with a focus on women’s services
- At least three years supervisory or management experience, preferably in a unionized environment
- Bilingualism a definite asset
- Use of a vehicle is an asset